

GRANTEE MONITORING

Grantee Name	<i>Emergency Pregnancy Services of Minneapolis dba Birthright of Minneapolis</i>
Location/Address	<i>825 Nicollet Mall Suite #702 Minneapolis, MN 55402</i>
Date and Location of Site Visit	<i>Friday January 27th, 2017 9:30 AM 825 Nicollet Mall Suite #702</i>
Grantee Participants	<i>Rosemary Rockwell Patti Sue Inhofer</i>
MDH Participant(s)	<i>Mary Ottman</i>
Grant Agreement #/PO #	<i>Vendor#0000285535</i>

PURPOSE:

In accordance with the MDH Policy 238.01 Grantee Monitoring, MDH will conduct at least one monitoring visit per grant period on all state grants of over \$50,000, and at least annual monitoring visits on grants of over \$250,000.

The purpose of the grant monitoring visit is to review and ensure progress against the grants' goals, to address any problems or issues before the end of the grant period and to build rapport between the state agency and the grantees. This visit may cover topics such as statutory compliance; challenges faced by the grantee, modifications made to the grant program, program outcomes, grantee policies and procedures, grantee governance, and training and technical assistance needs.

The findings or information obtained through this monitoring activity will be used:

- To ascertain how MDH program funds are being utilized
- To provide targeted technical assistance needs
- To improve program implementation performance
- To suggest other training needs
- In future funding decisions

OVERVIEW

1. Is the Grantee's non-profit 501(c) 3 status current?

Yes

2. Does the Grantee have a central file containing the official records for this grant agreement and/or amendment?

Yes – office computer & lateral file cabinet

3. Where is this central file located?

office computer & lateral file cabinet

4. Who is responsible for this central file?

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Treasurer Patti Sue Inhofer

5. Does the central file include

- The grant proposal? *Yes*
- The award letter? *Yes*
- The signed grant agreement and any/all amendments? *Yes*
- Any/all requests and/or approvals for scope/budget changes? *Yes*
- The work plan? *Yes*
- Any/all payment requests (invoices)? *Yes*
- Any/all signed subcontracts? Not applicable (no subcontracts) *n/a*
- Any/all Progress Reports? *Yes*

REPORTING REQUIREMENTS

1. Does the organization meet all reporting requirements as outlined in the grant agreement and/or amendment?

Yes

2. Are expenditure reports submitted timely and accurately?

Yes

3. Are progress reports submitted with all required information and in a timely manner?

Yes

CONTRACTUAL

1. Does the Grantee have written policies or procedures addressing use of contractors and/or subcontractors?

n/a – no subcontractors used

2. Were any sub-contractors paid from the MDH grant required to sign a contractual agreement outlining services to be rendered, duration of engagement, and pay rate?

n/a

3. Was the contractual agreement(s) reviewed and approved by MDH before implementation?

n/a

PERSONNEL POLICIES, PROCEDURES AND PRACTICES OF THE GRANTEE

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1. Are time distribution records (e.g., time-sheets) maintained to show how employees who are funded through, or contributed in kind to, the MDH grant and who work on multiple projects/programs spend their time?

n/a – no employees/salary

2. Do personnel and/or payroll records show dates of hire/termination, immigration status if applicable, actual hours of time worked, leave time, federal and state programs worked on, and earning for all employees who are funded through, or contributed in kind, to the MDH grant?

n/a – no employees/salary

3. Does the Grantee have policies and procedures in writing regarding:

- Payroll? *n/a*
- Travel? *n/a*
- Overtime? *n/a*
- Timesheets? *n/a*
- Taxes? *n/a*
- Purchasing? *n/a*
- Compensated time off? *n/a*

4. Are employees time sheets approved? *n/a – no employees/salary*

By whom (what position)?

By the Executive Director?

5. Does the Grantee's payroll preparation and distribution involve more than one employee?

n/a

6. Does an authorized official approve all checks before being signed?

Yes – Treasurer Patti Sue Inhofer; second approval necessary for checks over \$750

Additional Comments:

EPS of Minneapolis/ Birthright does not have any paid employees and is staffed by long-time volunteers.

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PROGRAMMATIC QUESTIONS

Please use this space to answer all questions.

See attached Word file for answers to the Programmatic Questions

Program History

- When was your program started? Why was it started?
- What need does your program fulfill?
- How has the program grown or changed since its beginning?

There are two parts to the 2016-19 Program :

- a. Funding for Financial Assistance
- b. Funding for Purchasing Diapers

Both pieces started June 2016. Providing financial assistance was a continuation of a program which began with Minnesota Department of Health funding in 2008. Birthright had provided diapers in the past to women coming to Birthright for assistance but the number of diapers was limited due to a lack of funds to cover the need.

Both programs were started to fill a need our office had experienced in our clientele.

Our financial assistance program fulfills a need for help with maintaining a stable housing and living situation for pregnant women and women with a child under the age of one year.

The funding for purchasing diapers fills a need for diapers for those women, with children under the age of one year, without sufficient funds to purchase enough diapers to get them through the month.

There has been an increase in the number of calls for information about the financial assistance; many do not qualify because they are not pregnant or do not have a child under the age of 1 year.

Grantee's Target population

- Who does the organization primarily serve?
- What is the program's demographic and geographic coverage?
- Review recent Demographic reporting.

Birthright of Minneapolis serves women concerned about a pregnancy, pregnant women and women in need.

Program funding is for Hennepin County residents and is limited to pregnant women and women with a child under the age of one year. Other than the one-year age marker, there is no demographic limitation. Marital status, race, age of mother are irrelevant to qualification. The most recent quarterly report available (7/1/2016 - 9/30/2016), with demographics on 64 clients, indicated 18 in the 20-24 age range; 16 in the 25-29 age range; 12 in the 30-34 age range. 46 were post-partum; 45 were "Not Married"; 46 were African American; Ethnicity was "unknown" in 53 instances.

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Leadership and Governance

- Effective Board: How many board members currently serve, who are they?
- How often do they meet? How are they informed of organization's progress and challenges?
- How supportive is the Board of the program?
- How is the program staffed? Who is responsible for the supervision of grant staff?
 - How are staff evaluated on their performance? How long have PA staff been employed there?
 - How are staff background checks done?
 - What is your organization's policy on complaints for staff and clients?

Currently six members serve on the Board. All six are active volunteers. The Board meets twice a year and keeps in close touch in between meetings via telephone and e-mail. All Board Members and volunteers are encouraged to make suggestions and propose changes since almost all are interactive with clients and thus intimately involved with problems and challenges. The Board is very supportive of the program since the Board members know first-hand of the need. All office volunteers are considered "program staff" because all volunteers screen for financial assistance and provide diaper assistance. In both instances completion of paper work is essential. Six volunteers complete financial applications with clients and confer with one another if there is any question or concern. Little supervision is required. The Board president, also an active volunteer and program worker, handles any issues that come up after consulting with at least one other Board member. Currently we provide no staff evaluation. The newest volunteer at Birthright has been with Birthright for more than three years. All of the staff members processing financial applications have been with Birthright more than 3 years, in some instances over 30 years. Birthright does not do background checks. Complaints about staff and clients are directed to the President.

Budget

- Does the current budget reflect your work plan activities?
- Is the budget accurate for the project size/scope?
- Do you have any challenges with the budget or invoicing?
- Has your Financial Reconciliation taken place?
- If you have an elevated risk designation, and/ or your Financial Reconciliation report cited any concerns, these will be discussed.
- In the first two quarters of the 2016-2019 program cycle, we have spent 20% over our budget. We budgeted for 60 women per year and have already helped 46 women in the first 6 months.

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During the winter months we expect the applications to slow down since women find it more difficult to get into our office for the application appointment.

- The diaper program has not been as well used as we had hoped. So we have spent well below our budget of \$600 for the first 2 quarters - \$326. We will continue to promote the program to our clients. If the use continues to be below the budget, we will request a move of some of the diaper budget to the financial grants. We are also considering increasing the number of diapers given at each visit to 48 instead of the current 36.
- The invoicing is a fairly simple process because we have no payroll nor outside contractors. So the grant checks & diaper purchases are all that are included in the invoices. We have not completed a Financial Reconciliation yet for the 2016-2019 program cycle.

Review Work Plan including:

Partners

- If applicable: how are people referred to the program? Are there any barriers encountered with referral sources? What is your most common referral source?
- Challenges with partners or specific counties?

Work Plan

- Review your 2016 – 19 grant application's description of the program you are asking to be funded. On your work plan note the services and activities you said you would provide and the number of clients you would serve.
- **Prepare a short summary of your current program(s) and the number of clients being served.** How does what you describe in the application compare with what you are currently providing? Have any programs and/or activities or services been added or removed? Have the number of clients being served per quarter decreased or increased since June 2016? Is there anything in particular you want to share about your current program to explain its current status?
- Do you anticipate making any changes to the 2017-18 Work Plan? If so, in what way and for what reasons?

We are providing the financial assistance and diapers as indicated in the Activity column. Because we have had difficult situations which required more than the projected \$650 average, and fewer smaller requests, we are reaching into the following quarter's funds. We are considering limiting grants to \$450 unless there are extenuating circumstances. We also expect to possibly catch-up in the winter since women find it difficult to get downtown in the winter months.

Diaper visits are less than anticipated. We had not taken into account that at least half of our diaper visits were from women with a child over the age of one year. We had estimated 180 diaper visits per quarter. Actual numbers for the 7/1-9/30/2016 show a total of 55 visits from women with children under the age of one year. That may increase in the second quarter of the grant program, since Birthright had, prior to receiving the diaper program funding, given only 10

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- 12 diapers once a month. It takes a while for women to spread the word and remember that they can get 3 dozen per month instead of a dozen. When statistics showed the lower than anticipated number of diaper visits, we increased the number given in each visit to three dozen instead of two dozen.

We will lower the number of estimated diaper visits (in the Work Plan). Based on the lower number of diaper visits and the increased need for financial assistance, we will request a transfer of some funds from the diaper program to the financial assistance program.

Participants:

- What type of outreach does the organization put into action? What is working well? What are more the challenging aspects to finding or retaining clients?

Advertising in the Downtown Journal, on the internet and (formerly) yellow pages has not produced an increase in traffic. Women in need find out about Birthright from 211, the county and friends. Probably the biggest challenge to the diaper program is the downtown location. It costs \$4.50 to take a bus to and from downtown. It is probably discouraging for a woman with a baby (and often a toddler) to take the bus downtown and back for three dozen diapers.

Data:

- How is program data collected and by whom? Is data collected useful to agency?
- Anything we can do to help or simplify data collection?

Program data is collected by volunteers taking financial applications and by volunteers introducing women to the diaper assistance program using the Necessary Services Intake Form and our own application forms.

Review Evaluation

- Your 2015-16 Evaluation Report Summary will be discussed (If you were a past grantee).
- Your 2016-17 Evaluation Plan will be reviewed. Any suggestions provided in your 2015-16 Report Summary should be included in the plan, if you are continuing a similar evaluation. If you are planning a new evaluation, details will be discussed. Do you have any questions on your evaluation?

The most recently submitted Evaluation Report was discussed. Rosemary asked to have the Evaluation Report guidelines sent from the past year. We discussed the expectations for the annual evaluation projects and the yearly reporting guidelines and suggestions. This year EPS of Minneapolis will be evaluating their rental assistance program for client satisfaction and how

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beneficial it has been for them. EPS receives volunteer assistance with their evaluation project from a professional group through the University - Sapphire Consulting.

Miscellaneous

- Anything else you would like to share?
- Anything else we haven't asked?

We discussed the Positive Alternative newly funded diaper program offered through EPS of Minneapolis. Some staff are having a difficult time determining if clients are eligible for receiving diapers for their infants and wonder if they have aged out of the program. EPS is asking for verification of age of the infants to ensure eligibility.

We also discussed background check for the staff volunteers. Because volunteer staff do work with vulnerable women and their infants and/or other children it was highly recommended that they include a new policy of asking for all volunteer staff in the future to complete and then submit background checks.

Staff asked about budget revisions for year 1. If a budget revision is needed please submit any changes to the Grant manager for approval. All revision should be submitted before the middle to the end of May, 2017. Revisions to the year 2 -2018 PA budget, if needed, will be asked for in April.

What can we do to help?

- Trainings and Grantee meetings useful for grantee? Any topic suggestions?
- Feedback or suggestions for the state?
- Is there any way MDH can assist you to better equip your success in the Positive Alternatives Grant Program?

There were no comments or suggestions made.

Summary:

EPS of Minneapolis is a busy, urban non-profit in the heart of the business district of Minneapolis. EPS is staffed solely by volunteers some having been with the organization for thirty years. EPS is not new to the Positive Alternative grant program. They have been PA recipients in past grant cycles. For the grant cycle 2016-19 they are funded for primarily two programs: one for offering housing assistance in the form of providing rent payments or utilities, and the second program is their diaper/material assistance program for women in need. The diaper program is beginning to take off but has not been as popular as anticipated. The demand for assistance from the rental program, however, has been high. EPS has had more requests than they can respond to.

As a volunteer staffed organization, EPS is well organized and professionally operated. EPS is grateful to be able to provide funding for rental assistance for those women in need. This organization is dedicated

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to their mission and have been dedicated in responsibly managing and distributing their Positive Alternative funding.

Date: 2/1/17

Grant Manager: Mary Ottman